

§ 551.14. Request for Informal Mediation.

(a) Prior to initiating a petition pursuant to section 3050(c) of the Vehicle Code, either party may request that the board mediate any honest difference of opinion or viewpoint existing between any member of the public and any new motor vehicle dealer, manufacturer, manufacturer branch, distributor, distributor branch, or representative.

(b) Participation in informal mediation is voluntary, informal, and nonadversarial.

(c) The request for informal mediation shall set forth the nature of the matter which the board is requested to mediate. The request for informal mediation shall comply substantially with the following requirements:

(1) Include the name, mailing address and telephone number of the person requesting informal mediation; the name, mailing address and telephone number of his or her attorney or authorized agent if any, and the name and address of the licensee or applicant for license whose activities or practices are in question.

(2) Insofar as is known to the person requesting informal mediation, include the names, residence addresses and business addresses of persons and the dates, places and specific actions or practices involved in the matter.

(3) Describe the relief or disposition of the matter which the person requesting informal mediation would consider acceptable.

(d) A copy of the request for informal mediation shall be served on the licensee or applicant for license whose activities or practices are in question and proof of service (in compliance with Sections 1013a, 1013b and 2015.5, Code of Civil Procedure) thereof shall accompany the request for informal mediation filed with the executive director of the board.

(e) The form of the request for informal mediation shall substantially conform with the provisions of Article 6 herein.

(f) Article 1, section 553.40 shall apply to all requests for informal mediation.

Note: Authority cited: Section 3050(a), Vehicle Code. Reference: Section 3050(c), Vehicle Code.

§ 551.24. Service; Proof of Service.

(a) Proof of service of papers shall be made in accordance with Code of Civil Procedure sections 1013a and 1013b.

(b) Where service is by facsimile the proof of service shall state the method of service upon each party, the date and time sent, and the facsimile telephone number to which the document was sent.

(c) Where service is by electronic-mail the proof of service shall state the method of service upon each party, the date and time of electronic service, and the name and electronic notification address of the person served.

Note: Authority cited: Section 3050(a), Vehicle Code. Reference: Section 11440.20, Government Code; and Sections 1013a and 1013b, Code of Civil Procedure.

§ 555.1. Service of Petition upon Respondent(s).

A copy of the petition shall be served upon the respondent(s) and proof of service in compliance with Sections 1013a, 1013b and 2015.5, Code of Civil Procedure thereof shall accompany the petition filed with the executive director of the board.

Note: Authority cited: Section 3050(a), Vehicle Code. Reference: Section 3050(c), Vehicle Code; and Sections 1013a, 1013b and 2015.5, Code of Civil Procedure.

§ 584. Service of Protest upon Franchisor.

A copy of the protest shall be served upon the franchisor and proof of service in compliance with Sections 1013a, 1013b and 2015.5, Code of Civil Procedure thereof shall accompany the protest filed with the executive director of the board.

Note: Authority cited: Section 3050(a), Vehicle Code. Reference: Section 3050(d), Vehicle Code; and Sections 1013a, 1013b and 2015.5, Code of Civil Procedure.